KEES Connection

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Inside this issue:



### *Did you know?*

- One of the systems, KAECSES-AE , that KEES will eventually replace is 24 years old.
- KEES, when implemented, will be a "first-of-its-kind" online eligibility system in the United States and other states are interested in emulating.

# *Welcome to the KEES Connection!*

Welcome to the inaugural issue of the "KEES Connection" newsletter! This newsletter is part of ongoing efforts to keep "you" - both internal project members and invested parties outside the project - updated on the KEES project. The newsletter has been designed to provide articles related to activities surrounding the project, guide and prepare the readers for upcoming project events, and to announce and celebrate KEES successes.

The Kansas Eligibility Enforcement System (KEES) project's first success was its initiation in September 2011, the result of a partnership between the Kansas Department of Health and Environment (KDHE) and the Kansas Department of Social and Rehabilitation Services (SRS) to create an online eligibility system. The project leadership selected the company Accenture to be a business partner in developing and launching KEES for Kansans. Phase 1 of the project will go live this summer and full implementation of KEES is scheduled in the summer/fall of 2013. Additional system updates will occur in 2014 and beyond.

KEES will transform the way people access benefits for medical and family services. To assure project success, a comprehensive project plan has been designed and enacted. More than 63 KDHE and SRS employees, along with 60+ consultants from Accenture, are working together to execute the project plan.

A successful project requires teamwork, diligence, experience and consensus building among project team members. Further, the significant changes KEES brings to all Kansans must be communicated to the users of KEES, community partners, and the Kansas citizens receiving benefit from the implementation of KEES. This newsletter serves that purpose, as well as keeping project team members aware of global project information. Through collaboration, communication, and best practice experience, this project provides a unique opportunity for Kansas to create a legacy that positively impacts the lives of Kansas citizens, and sets an example for other states to follow.

This inaugural issue will:

- Explain Phase One of the project
- Describe the Resource Network
- Examine the Independent Validation and Verification process (IV&V)
- Identify milestones and upcoming events.

We hope you find this newsletter informative and entertaining and welcome your thoughts, feedback, and suggestions for future articles!

*- KEES Communications Team*

# KEES Phase 1 Defined

KEES will improve the eligibility process and identify significant savings for the state. These savings will be realized through improved accuracy in determining eligibility for medical and family service programs.

To manage the significant changes for KDHE/SRS staff, community partners, and the customers receiving medical and family service programs they serve, the Project was separated into phases. Phase 1, launching **Summer 2012,** includes:

- The implementation of the Customer Self-Service Portal for the Medical program.
- The creation of the online Presumptive Eligibility (PE) Tool for use by Qualified Entities that replaces the PE Assessment spreadsheet of the Healthwave application.

**Benefits of Phase 1**

**For the customer**, Phase 1 provides self-service options that broaden access to apply for health insurance. It will deliver a secure, protected on-line application for health insurance. It creates a guided on-line application that streamlines the questions necessary to apply for any medical program. It also provides routing of the application to the appropriate agency, KDHE or SRS, thereby eliminating guesswork regarding where to send the application.

**For staff**, Phase 1 provides more accurate and consistent information from the customer, requiring less re-work and unnecessary follow-up contact through:

- A self-guided application process with less confusion and data errors
- Consistent drop-down values; and
- Routing of medical applications to the appropriate agency.

**For Community Partners**, Phase 1 delivers consistent handling of online medical applications. It provides a secure, guided application to better serve customers. It creates better tracking of the customers requesting services, with enhanced confirmations. It also reduces time in assisting customers to apply for health insurance.

***What is Phase 1?***

- Customer Self Service Portal
- Presumptive Eligibility (PE) Tool

# The KEES Resource Network

In 1989, the movie "Field of Dreams" gave us that iconic phrase "If you build it, he will come." Kevin Costner listened to a whispering voice and built a baseball field in the middle of an Iowa cornfield. While not so dramatic and without whispering voices, KEES is being built with the idea that "if we build it, they will come". When we build KEES, will they come? Will staff and applicants embrace what we have developed? If we want a resounding "yes" to that question, the conversation must begin now through effective communication, listening to feedback, and preparing for the changes KEES brings.

The KEES project has dedicated staff called "Resource Agents" who will be responsible for continuing this ongoing conversation with KEES end users. Resource Agents, in addition to Local Resource Liaisons who will be located in the local offices or at KEES related sites, are part of a Resource Network connected directly to the KEES project. As a representative of the KEES end user population, a Resource Agent understands why a change is being implemented, the impacts and benefits, and is best able to communicate the excitement, possibilities and details of the change to others. They are charged with the task of assisting others in understanding the need for change and what it entails, recruit support, manage the change process, and/or assist in resolving potential resistance. Kim Burnam (KDHE) is the KEES Resource Agent Lead (RAL) for the project. Kim, with support from Accenture, will create and enhance a growing KEES Resource Network for the benefit of KEES end users. Each KEES end user will have a KEES Resource Agent contact, and a local resource liaison will also be identified as the Resource Net-

# The KEES Resource Network (cont.)

work grows. The current Resource Network will be constructed as follows:

- KDHE Clearinghouse - RAL contact with 2 resource liaisons identified
- 5 Qualified Entities – RAL with 5 liaisons
- 39 SRS Offices – RAL will supervise 4 Regional Resource Agents and each of the 39 offices will identify at least one liaison.

The full-time dedicated Resource Agent Lead will facilitate ongoing meetings with the Clearinghouse and the five Qualified Entity (QE) sites for Phase 1 preparation activities prior to July 2012. The four SRS regional Resource agents are in the process of being hired and will be deployed this summer.

KEES Resource Agents will serve as conduit of a two-way conversation between the KEES Project Team and KEES end users. The key tasks in setting up the Resource Network are already well under way and will serve to assess, document, communicate and help deploy the new system. Some of those tasks are:

- Establishing regular Resource Network meetings with end users (Clearinghouse, Qualified Entities - Phase 1, and beginning to identify SRS office liaisons for Phase 2)
- Identifying process and role gaps that exist in moving from current to future system and business processes
- Developing Change Discussion Guides which describes the "as-is" process and the "to-be" process, and walk-through the potential changes and realized benefits
- Serve as Point of Contact for SRS, Clearinghouse, QE (issue log)
- Review Readiness Assessment checklist with end users prior to deployment
- Conduct Readiness Workshops (Overview of KEES, Readiness Checklist, Training Overview, deployment and post implementation information)
- Pre-Conversion Activities

Through coordinated communication and support, the Resource Network plans to listen to the whispered voice and help KEES users "Go the Distance."

### Terms to Know

**Independent Verification & Validation (IV&V)** is a systems engineering process employing rigorous methodologies for evaluating the correctness and quality of the product throughout the life cycle. The process is **Independent** because assessments are performed by a third party that is allowed unhindered reporting on the state of the project. The **Verification** process determines that an implementation and its associated data accurately represent the conceptual description and specifications. In other words- Did we build t it right?

The **Validation** process determines the degree to which an implementation and its associated data accurately represent of the real world from the perspective of the intended uses of the system. In other words- Did we build the right thing?

# What is IV&V?

Over the past several years, several reports have reflected that while IT project performance has generally improved, there are still significant issues that can be addressed. Independent Verification and Validation (IV&V) helps to monitor known and unknown issues experienced by projects and manage risks to ensure a successful project. The goal of this article is to explain:

- Who is providing IV&V services for KEES?
- What will they be doing?
- How does IV&V benefit the KEES project?

The Kansas Department of Health and Environment (KDHE) contracted with Software Engineering Services (SES) to perform IV&V services on KEES. The contract requires SES to perform 9 assessments of the KEES project status, on a quarterly basis. The first assessment report was completed in April 2012.

SES is tasked with presenting an objective assessment of overall project "health" and key findings to the Director of the Kansas Enterprise Management Office (EPMO) of the Kansas Information Technology Office (KITO) and to the KEES Project Steering Committee. Each report will include an identification of issues and risks that currently have, or may have, an adverse affect on the project's scope, cost, schedule, quality, or resources. The risk assessment will include specific action items to address areas that have the greatest potential for impacting the project.

IV&V provides the project with the following:

- Objective assessment of software products and processes throughout the project's development
- Objective assessment that requirements (system and software) are correct, complete, accurate, consistent, and testable

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# *What is IV&V? (cont.)*

- Early detection and correction of software errors
- Management insight into process and product risk, and
- Objective evidence of compliance (or non-compliance) with program performance, schedule and budget requirements

**Summary**

IV&V is considered within the IT industry to be a "best practice." Its primary value is in identifying high-risk areas early in the project effort to allow the business to either mitigate or prepare contingencies. It also provides business leaders an objective analysis in order to deal with system development issues and provides IT management with improved visibility into the progress and quality of the development effort.

Ultimately, it provides visibility, accountability, and fact-based decision making for project initiatives to support organizational strategies and regulatory compliance as appropriate.

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## *High-Level Project Timeline and Community Partner-Related Activities*

| **Plan & Analyze Sep '11 - Nov '11** | **Design Dec '11-Mar '12** | **Build Apr '12-May'12** | **Test & Deploy Jun '12-Jul '12** | **Support Aug '12-Jan '13** |
|---|---|---|---|---|
| • Identify Phase 1 partner contacts<br>• Conduct conference Room Pilots<br>• Complete Enterprise Ready Assessment<br>• Identify Software Gaps<br><br>[COMPLETED] | • Launch Resource Agent Network<br>• Conduct Joint Application Design (JAD)<br>• Design Training Curriculum<br><br>[COMPLETED] | • Conduct Resource Agent Meetings<br>• Build Training Courses<br>• **Launch KEES Newsletter**<br>• Build Code and Unit Test Code Modifications | • Conduct Resource Agent Meetings<br>• Pilot Training Curriculum<br>• Conduct Train –the-Trainer Program<br>• Train End-Users<br>• Plan Cutover<br>• Perform User acceptance Testing<br>• Validate System<br>• Phase 1 cut-over: July 27, 2012 | • Support Production<br>• Help Desk Operational<br>• Respond to user feedback |